

15 August 2013

Community Forum  
Private Bag 4999  
Christchurch 8140

**Meeting notes for the meeting of the CERA Community Forum  
Thursday 15 August 2013, 6.00pm  
Canterbury Club, Durham St North**

**Present:**

Community Forum members:

Richard Ballantyne, Weng Kei Chen, Leanne Curtis, Maria Godinet-Watts, Ruth Jones, Deborah McCormick, Trevor McIntyre, Faye Parfitt, John Peet, Patricia Siataga, Siong Sah (John) Wong

**Apologies**

Belinda Charteris, Wendy Gilchrist, Lesley Murdoch, Jocelyn Pappill, Bruce Russell, Emma Twaddell, Brian Vieceli, Darren Wright

**Chair**

Trevor McIntyre

**In Attendance**

Hon Amy Adams, Associate Minister for Canterbury Earthquake Recovery

Benesia Smith, Deputy Chief Executive, Strategy and Governance, CERA

Michelle Mitchell, Deputy Chief Executive, Social and Cultural Recovery, CERA (item 1 and 2 only)

Ken Pope, Project Manager, Residential Advisory Service, CERA (item 1 and 2 only)

held under section 9(2)(a) Graduate Advisor, Ministerial and Executive Services, Strategy and Governance directorate, CERA

**Agenda**

**1. Notes of the previous meeting**

a. Moved

*That the meeting notes from 1 August 2013 meeting be confirmed as an accurate record.*  
Carried

b. Matters arising

- i. Paul Lonsdale on leave from the Forum pending CCC elections.
- ii. Minutes from previous meetings to be uploaded to the website.

**2. Residential Advisory Service Update – Ken Pope**

Ken Pope (Project Manager, Residential Advisory Service (RAS), CERA) presented an update on the RAS, since the last presentation in March 2013:

- Independence is crucial. RAS is not designed to override or replace existing resolution processes and will link into these where appropriate to progress property owners' situations.

- The RAS has 15 different locations for meetings with Independent Advisors. These locations mean that people do not have to travel far for an appointment.
- RAS is not mediation or an arbitration service. The RAS provides property owners with independent advice to assist them to move forward with their rebuild/repair process. As part of this process it may involve an independent Multi-party Meeting.
- The high number of contacts in the early days of the service has decreased, with notable 'blips' after the Home Show and after advertisement in the *Greater Christchurch Recovery Update*.
- To date 307 property owners have been referred to other agencies or services such as their insurer or EQC from their initial phone conversation with RAS. Those who are referred back to EQC are set up with face-to-face appointments at the Earthquake Assistance Centres.
- 30 RAS cases have been closed to date. 14 have received Independent Advice; 1 has been referred to the Insurance and Savings Ombudsman; 1 has reached full agreement; 7 have withdrawn from the RAS and 7 have been linked to external agencies with advice.
- Possible improvements for the system have been identified, including speeding up the information gathering process, improving the dialogue between the service and the insurers/EQC.
- The RAS is beginning to gather feedback from clients who have held a meeting with an Independent advisor. 84% of property owners are neutral or positive about their experiences with the service. More testing is to be done for those who did not initially qualify for the service to ensure that people are not missing out.

Discussion:

- Face-to-face meeting locations include centres in Kaiapoi and Rangiora. A list of face-to-face meeting locations will be included in the revamped RAS website.
- Where insurers have conflicting positions a multi-party meeting can be used.
- The Forum queried how linkages with external agencies work in practice. RAS provides people with more information before they approach those external agencies and there is follow up as well.
- Forum members queried how RAS outcomes/resolutions could be shared with the community. The resolution of one situation could provide a precedent that could help others. For example, RAS currently helps people to request specific information from EQC and insurers to assist with their enquiry/issue. This alleviates the pressure on the current OIA process and enables quicker advice. This information could be shared with others so they too know what to ask for.
- RAS can work with collectives, for example, home owners in a specific area with similar issues. Whether RAS can assist with rest home issues is being considered by the RAS.

**ACTION: CERA to circulate RAS presentation to Forum members.**

**3. SCAPE Update – Deborah McCormick**

Deborah provided an update on SCAPE's seventh biennial event that will be held in the Central City from 27 September–9 November 2013. Deborah's presentation noted:

- SCAPE's funding includes 25-30% from the CCC and Government, and 70% from fundraising. The 2013 budget is around \$2 million.
- This year's theme is about responding to a changed environment.
- Works have been commissioned for various spaces.
- The walkway will go from the Botanic Gardens through to High Street.

- Art Central will be on the Performing Arts Precinct site, with hosts and visitor centre.
- The website for the biennial event will be launched on 6 September 2013 and the event's launch will be held over the weekend of the 27, 28 and 29 September 2013.

Discussion

- The city's artwork is fantastic – feedback from visitors to the city shows that the art is really making an impact.
- The recovery will be creative-led. Populate, Gapfiller and other projects are bringing art outside the gallery walls and to the streets. Creating a vibrant feel.

4a. **CanCERN Update – Leanne Curtis**

Leanne Curtis asked Forum members to use their networks to share two tools: the CanCERN Winter Campaign, and the Think Tank.

Leanne spoke about the Winter Campaign:

- The Winter Campaign works in conjunction with CERA's Make it Right programme.
  - The difference between the two is that the Make it Right programme has established vulnerability criteria, whereas the CanCERN Winter Campaign does not.
  - If people are deemed to meet the Make it Right vulnerability criteria, they are referred on to that service. If not, CanCERN undertakes to have the repairs done.
- The Winter Campaign aims to practically support people who are living in poor conditions because of the earthquakes.
- It aims to encourage people in Christchurch to look after themselves and each other.
- Because the numbers of those living in poor conditions is unknown, the programme is seeking to identify the vulnerable.
- The programme is also working to connect people up again after the connectedness that arose from the earthquakes is decreasing again.
- Minimum expectations:
  - That CanCERN will undertake much of the surveying itself, including doorknocking.
  - That CanCERN will provide most of the support
  - That a minimum of 20 houses will be repaired.
- Maximum expectations
  - That the community takes ownership for its own, undertakes the surveying and the follow up.
  - That the community finds and coordinates with 'fix-it' people.
  - Ideally, CanCERN would just be providing resources.
- Collecting data is part of the programme, as data will constitute evidence of issues, gaps, and will inform what needs to be done.

Leanne Curtis then introduced the Think Tank – an initiative to provide residents with resident-centric information and empower the community with the answers:

- Ensures that the right questions are asked of the right people at the right time.
- Generic questions are required so that the answers can be shared with people in differing situations. The process relies on community leaders, rather than individuals, leading questions.
- The Think Tank's membership was offered to those who had the knowledge to unpick questions and find out what people really need to know. Members represent the following groups:
  - CanCERN, the Earthquake Support Coordination Service (and CETAS), the TC3 Group, Port Hills residents, the Tenancy Protection Association, CERA, Insurance Council of NZ, EQC and other community leaders.

**4.b. TC3 Update – Leanne Curtis**

Leanne Curtis also raised the issues around earthquake repairs, and whether or not these are being completed to an appropriate standard:

- Concerns over future of Christchurch housing stock.
- Contractors are unhappy with the work that is being done – particularly through the Fletchers EQR process – but it is difficult for them to raise these issues when they depend on the work.
- The problem and its scale needs to be identified in the right way. Better that this is done now rather than in 10 years' time when liability is more complicated to pin down.
- Possible solution:
  - Independent survey of contractors in EQR process? Conducted by whom? EQC? MBIE? CERA? CCC?

**ACTION: CERA to look into concerns raised re TC3 repair processes for discussion at the Forum meeting on 19 September 2013**

**5. CERA Restructure Update – Benesia Smith (In confidence)**

Benesia spoke to the Forum about the recent restructure of CERA. She noted that:

- CERA has a limited timeframe and the Canterbury Earthquake Recovery Act 2011 expires on 18 April 2016.
- The nature of recovery work continues to evolve which means changing priorities, and this may require the organisation to be looking for opportunities to refine its organisation and be fit-for-purpose. For example, reaching the cost sharing agreement with CCC has meant that the priorities have changed.
- Changes include:
  - Diane Turner has been seconded to Ngai Tahu. Benesia noted that secondments to CERA's strategic partners including Ngai Tahu run both ways so as to share the knowledge across the recovery.
  - Benesia has been appointed as Deputy Chief Executive, Strategy and Governance.
  - The Strategy and Governance directorate includes teams covering policy, recovery strategy and planning, legal, ministerial and executive services and recovery monitoring.
  - Consider there is a need to focus some attention on increasing CERA's capacity and capability around recovery monitoring.
  - Increasing capacity and capability in leading and enabling the vision set out in the Christchurch Central Recovery Plan to be achieved
  - Increasing capacity and capability in strategic finance and commercial acumen.

**Discussion**

- Is CERA monitoring its own progress?
  - Some reviews are conducted externally,  
**Withheld under section 9(2)(f)(iv)**
  - Recovery monitoring includes reviewing a number of indicators. This involves CERA working to bring the data gathered by other agencies together and identifying gaps in data and commissioning further work.
  - Some of the data that CERA requires is not available elsewhere, such as the Wellbeing Survey.

*CERA Community Forum  
Meeting Notes*

*15 August 2013*

- Recovery efforts are stepped up where it is noted that things are not going well, such as in Youth Mental Health and the Youth Not in Employment, Education or Training (NEET) rate.
- Recovery monitoring is about identifying what's working well and identifying roadblocks and barriers to recovery that need to be worked through (eg Insurance issues).

**Next Meeting – Thursday 5 September 2013, Canterbury Club, Durham St North**  
Meeting closed 8:00pm

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# Residential Advisory Service

Community Forum  
15 August 2013



03 379 7027 🏠 0800 777 299

## Summary

- Issues informing service design
- Residential Advisory Service goals
- The “process”
- Service Update
- System issues improvements
- Feedback
- Marketing
- Questions

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## Issues Informing Service Design



- **Uncertainty** about service / product / offer in relation to reasonableness and fairness
- **Lack of confidence** in information / advice provided
- **Lack of clarity** about reasonable expectations of parties / processes
- **Contradictory** information / advice / offers
- **Vulnerability** including financial vulnerability and impact of significant delays
- **No independent means** to achieve confidence

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## Residential Advisory Service Goals



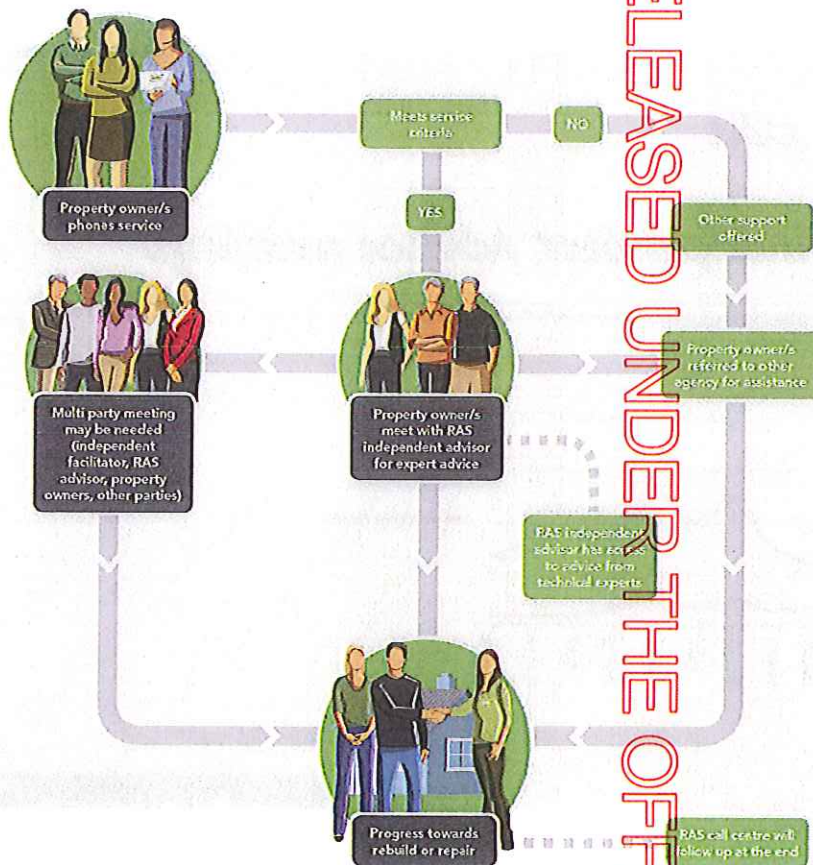
Residential Advisory Service provides a service to support residents to:

- Access the most appropriate service for their needs
- Gain an improved understanding of the repair, rebuild and resettlement process
- Progress their individual situation

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# The Process for Property Owners



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## Service Update

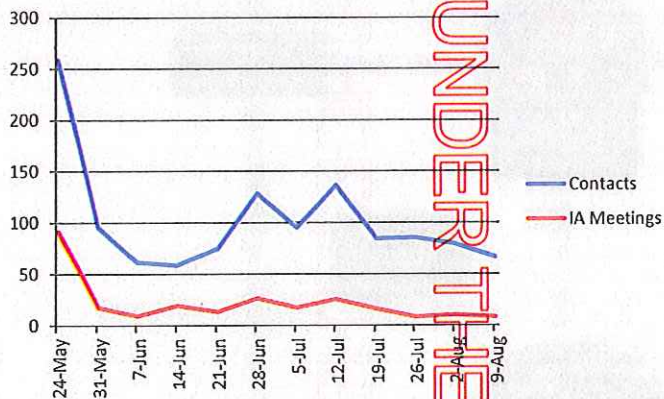
- Service went “Live” on 16 May 2013
- Governance structure in place
- 15 locations across greater Christchurch for “face to face” meetings
- Community Law Canterbury contracted to provide advice to property owners
- Disputes Resolution Services contracted to facilitate Multi Party Meetings



## Progress from 16 May - 9 August 2013



- Received 1,219 calls
- Scheduled 259 Independent Advisor meetings

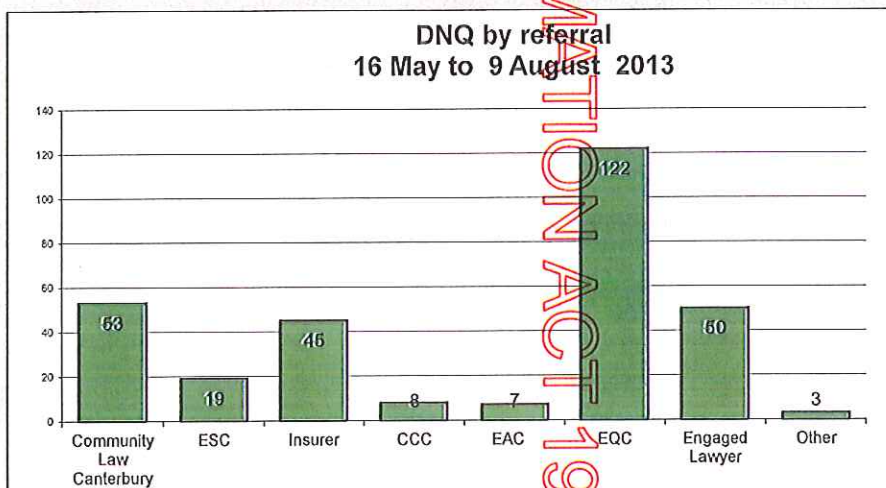


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## Progress Continued



- 307 property owners connected to other services more appropriate for their needs

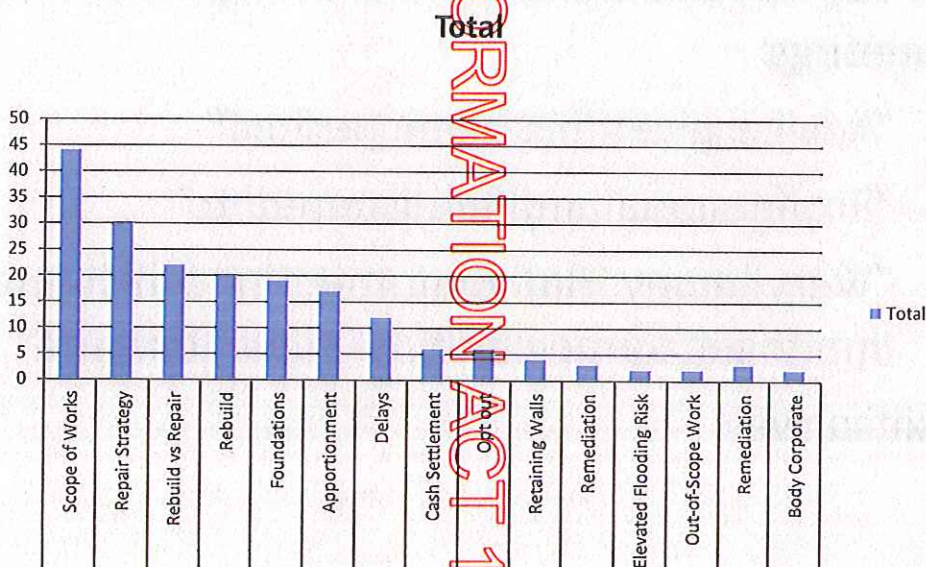


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## Closed Cases

- 30 Cases have been closed
  - 14 - Independent advice provided
  - 1 - Referred to Insurance Savings Ombudsmen
  - 1 - Full agreement reached
  - 7 - Withdrawn
  - 7 - Linked to external agency with advice

## Source of property owner issues



## System Issues improvements



- Faster retrieval of specific documents/reports
- Established entry points into Insurance/EQC
- Collaborative approach to dealing with property owners' issues
- Process designed to give parties multiple opportunities to consider advice and reconsider position

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## Feedback



- 20 day call backs after initial Independent advice meetings
  - “Advice given has been perfect”
  - “Professional and felt listened to”
  - “Very happy. Had joint meeting which enabled me to get some clarity to move forward”
- Exit survey

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# Marketing

- Community Newspapers
- Social Networking through Facebook
- CERA Relationship Managers promoting through networks
- Earthquake Support Coordinators
- NGO network

**RAS**  
Residential Advisory Service

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# Questions

**RAS**  
Residential Advisory Service



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 **Canterbury**  
**COMMUNITIES' EARTHQUAKE RECOVERY NETWORK**  
Village Values   Community Heart   Local Voices  
*Patron: The Very Reverend Peter Beck, Dean of Christchurch Cathedral*

**CanCERN**

**Winter Campaign**  
(in conjunction with 'Make it Right')

**Purpose**


- \*To identify and practically support people who are still living in poor housing conditions as a result of the earthquakes

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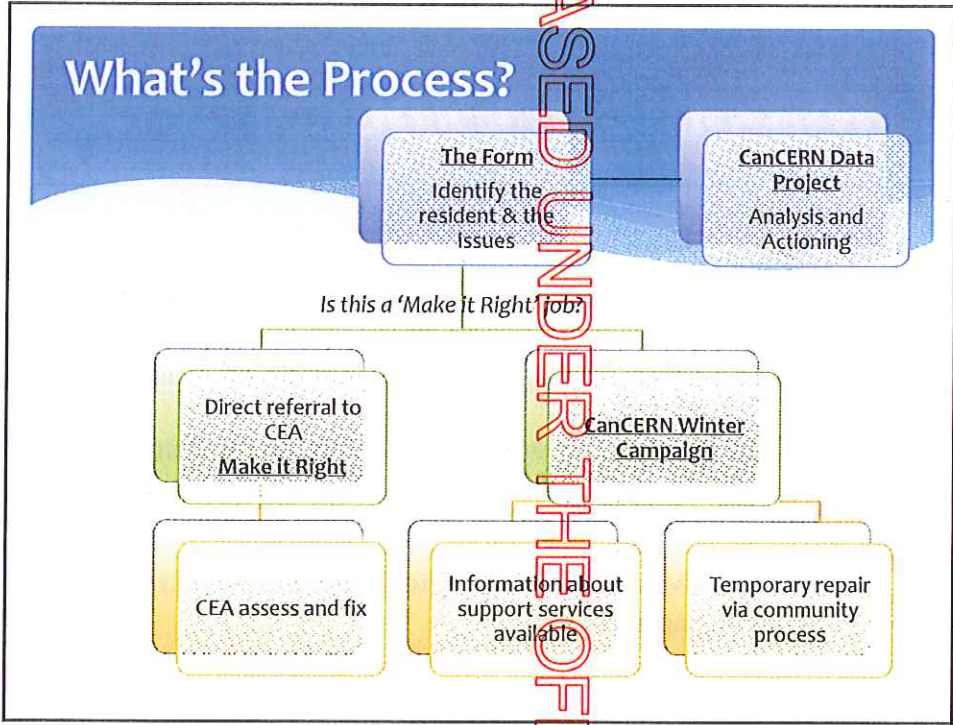
## Objectives

- \* to invite the whole of greater Christchurch to participate in a "lets look after each other" campaign which will...
- \* safely identify residents that are not in a safe, warm house and feeling supported for the winter – self identification and referrals
- \* enable friends, family, neighbours and groups to support residents with warm clothing, blankets, food and company to make everyone feel connected and a part of the wider community.

## Objectives

- \* affect emergency repairs to houses with earthquake damage to make them warmer and healthier
- \* work in conjunction with 'Make it Right' 
- \* 'Make it Right' is a multi-agency collaboration aiming to provide emergency repair assistance for vulnerable people living in homes that are UNSAFE, UNSECURED or UNSANITARY due to quake damage.

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- ### Minimum Expectations
- \* CanCERN advertises the campaign and campaign forms
  - \* CanCERN uses the collected information to provide support and resources to the individual
  - \* A minimum of 20 houses are made more liveable
  - \* Information gathered is used for ongoing support

## Maximum Expectations

- \* Each community takes ownership of the campaign. This means:
- \* Advertise the campaign and actively seek referrals
- \* Coordinate the follow-up contact with the resident
- \* Find and coordinate the community 'fix-it' people
- \* Connect the resident with community resource for ongoing support

## What is Bob's Role?

- \* Coordinator – all queries or requests for forms to Bob
- \* Community and agency link
- \* Resource support in your community – help to organise street meetings, baking armies, printing, etc
- \* Coordinator of community partnerships – SVA, VolCan, Salvation Army, contractors
- \* Resource and supplies coordinator

*The more you can do and organise within your own community networks, the better!*

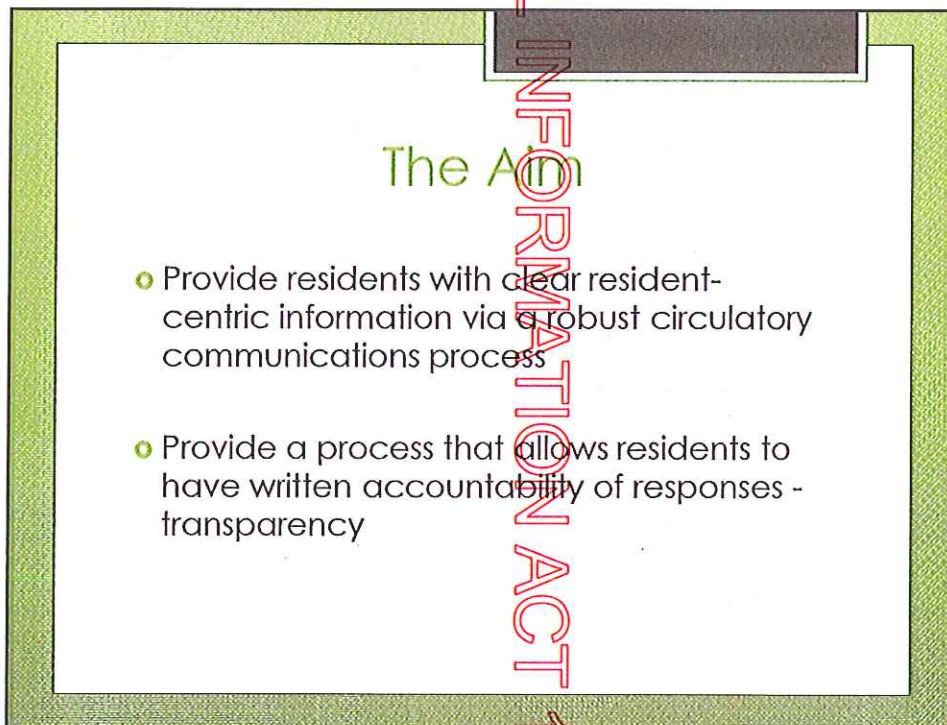
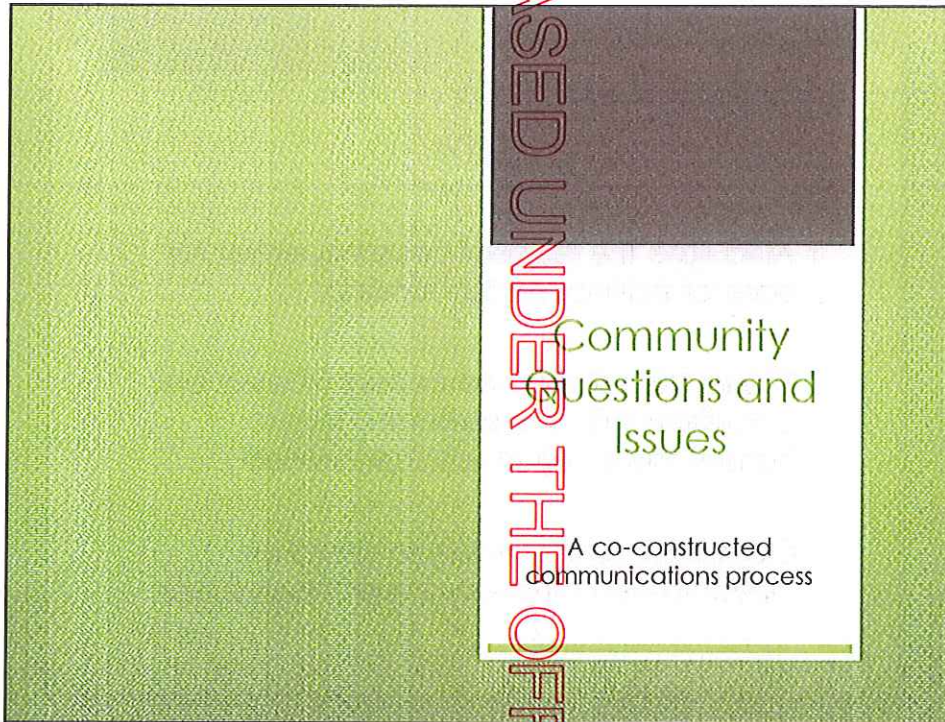


## What is CanCERN's Role?

- \* Data collation and analysis
  - \* what are the issues and what is the scale?
  - \* where are the gaps in support?
  - \* what needs to be escalated?
  - \* who needs the information?

## What is Your Role?

- \* Advertise the campaign in your community and through your networks  
[www.cancern.org.nz/winter-make-it-right/](http://www.cancern.org.nz/winter-make-it-right/)
- \* Organise how the community will gather information
- \* See what helping resource there is in your community – bakers, 'fix it' people, doorknockers
- \* Flag your needs to Bob and make it happen



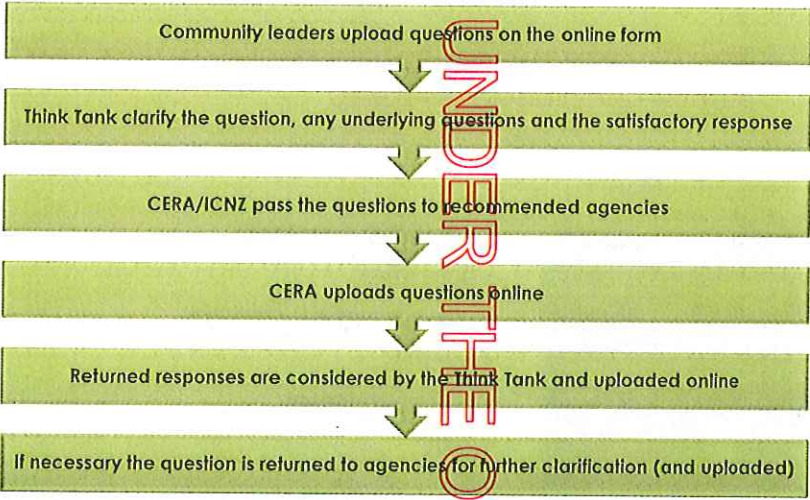
## The Objectives of the Think Tank

- o Articulate the resident based question for ease of agency understanding
- o Ensure the solutions/responses offered are consistent with the issue (and intent behind the issue) which is presented
- o Contribute to the strategic direction, development and success of the process

## Who is Involved?

- o Think Tank members:
  - o Brian Parker and Leanne Curllis – CanCERN
  - o Bob Henderson – Community worker
  - o Chris Greengrass – Waimakariri ESC
  - o Nicki Goss – Manager - ESC
  - o Carmel Jaggard – TC3 Group
  - o Linda Ruffland – Port Hills
  - o Helen Gatonyi – Tenancy Protection Association
- o CERA- Social and Cultural Recovery and Comms
- o Samson Samasoni – ICNZ
- o Brett Solvander – EQC
- o Community leaders

## What's the Process?



## The Online Form

o <http://www.cancern.org.nz/community/issues-and-questions/>

I understand I must submit a question or Issue that affects many and not an Individual  
I have read the online Issues on the CERA page to ensure my question has not been asked  
I have read the Issues submitted recently to ensure my question has not been asked

Your Name \*

Name of Group

Phone Number \*

Email Address \*

Issue or Question that you wish to have clarified \*

Who do you expect to respond or help solve your Issue? \*

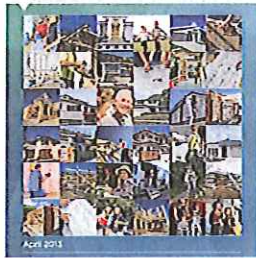
- Christchurch City Council – CCC
- Canterbury Earthquake Recovery Authority – CERA
- Earthquake Commission – EQC
- Insurers
- Other:

How do you think this problem could be solved?

## Community Questions & Issues

- <http://canterburyresidentsharebuild.govt.nz/community-questions-and-issues>

COMMUNITY QUESTIONS  
ABOUT THE REBUILD  
AND RECOVERY



- service centres
- libraries
- community groups
- cafes
- GP surgeries
- etc

## What can you do?

- **LISTEN** and upload questions
- **SHARE** updates and responses
- **DIRECT** your network to the responses
- **ENCOURAGE** other community leaders